State 9-1-1 Advisory Board
June 7, 2018
1:00 p.m.

Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Patrick J. Mallon, Governor's Office of Emergency Services (CalOES)
- Chief Scott Howland, California Highway Patrol (CHP)
- Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
- Lee Ann Magoski, California National Emergency Number Association (CALNENA)
- Hanan Harb, California National Emergency Number Association (CALNENA)
- Sheriff Ingrid E. Braun, California State Sheriffs' Association (CSSA)
- Sheriff Kory Honea, California State Sheriffs' Association (CSSA)
- Michael Miller, California Fire Chiefs Association (CFCA)
- Chris Herren, California Fire Chiefs Association (CFCA)
- Chief John Peters, California Police Chiefs Association (CPCA)
- Chief Craig Carter, California Police Chiefs Association (CPCA)

Establishment of quorum

Item 2: Approval of Meeting Minutes

<u>Meeting Minutes</u>

March 7, 2018

- *Meeting held in Mather, California*

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Item 3: Legislative Update

Mr. Reggie Salvador, Chief, Cal OES Legislative & External Affairs will provide information regarding legislation that may impact California's 9-1-1 system

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Item 3.1: Legislative Update

1) **SETNA Trailer Bill Language**

- A flat monthly fee on every access line that can utilize the 9-1-1 system.

- The intent is to assess the fee on all communication methods that can be used to receive emergency services using 9-1-1 to include voice and data connections.

- The fee will enable the state to simultaneously pay for the legacy 9-1-1 system & Next-Gen 9-1-1 build-out.

- The monthly fee will be set annually by Cal OES in October to go into effect the following January 1.

- The monthly fee will be no less than 20 cents and no greater than 80 cents.

- The funding model can be adjusted without the need to introduce new legislation and has the potential to remain viable for the next several decades

Item 3.2: Legislative Update

FEDERAL LEGISLATION

HR 4672 Next Generation 9-1-1 Act of 2017 *(Introduced to House 12/18/2017)*

- To further deployment of Next Generation 9–1–1 services to enhance and upgrade the Nation's 9–1–1 systems.

CONGRESSIONAL CAUCUSES

- *NextGen 9-1-1 Caucus-* Rep. Anna Eshoo (San Mateo) Co-Chair

- *Natural Disaster Caucus-* Rep. Mike Thompson (Napa) Chair

Item 4: FirstNet Update

First Responder Network

Mr. Patrick Mallon, Assistant Director, Public Safety Communications will provide an update regarding FirstNet

Item 5: California 9-1-1 Emergency Comm. Branch Report

Mr. Budge Currier will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch

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Item 5-1: California 9-1-1 Emergency Comm. Branch Report

<u>TOPICS</u>

1. California 9-1-1 Call Statistics

2. Wireless Technical Routing Analysis Project

3. Fiscal and Operational Review Status

4. Statewide Customer Premise Equipment (CPE) Update

5. Outage Summary

6. Contract Status

7. Next Gen 9-1-1 Update

8. Status of SETNA

Item 5-2: California 9-1-1 Call Statistics

2017 Total 9-1-1 Calls: 28,129,927

- 80% Wireless

- <u>15% Wireline</u>

- <u>4% Voice over IP</u>

- 1% Other to include Telematics

- <u>~ 18,200 Text</u>

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Item 5-3: Wireless Technical Routing Analysis Project (WTRAP)

Quarter	Total Reviewed	Total Reroute	PSAP to CHP	PSAP to PSAP	CHP to PSAP	CHP to CHP	Routing % Change
Q1	90,762	10,117	1,680	1,003	7,149	275	11.15%
Q2	142,306	15,591	2,417	2,415	10,372	385	10.96%
Q3	69,378	5,088	941	597	3,399	152	7.33%
Q4	28,136	4,415	535	384	3,428	68	15.69%
Grand Total	330,582	35,211	5,573	4,399	24,348	880	11.28%

Next step is to work with Wireless carriers to complete the reroutes

WTRAP Status for Calendar year 2017

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Cell Sector Re-Route cutovers based on 2017 WTRAP Program

% of cell sectors cutover

AT&T	Verizon	T-Mobile	Sprint	US Cellular
100%	100%	53%	49%	100%
12,609 cell sectors	7,477 cell sectors	11,962 cell sectors	2,428 cell sectors	78 cell sectors

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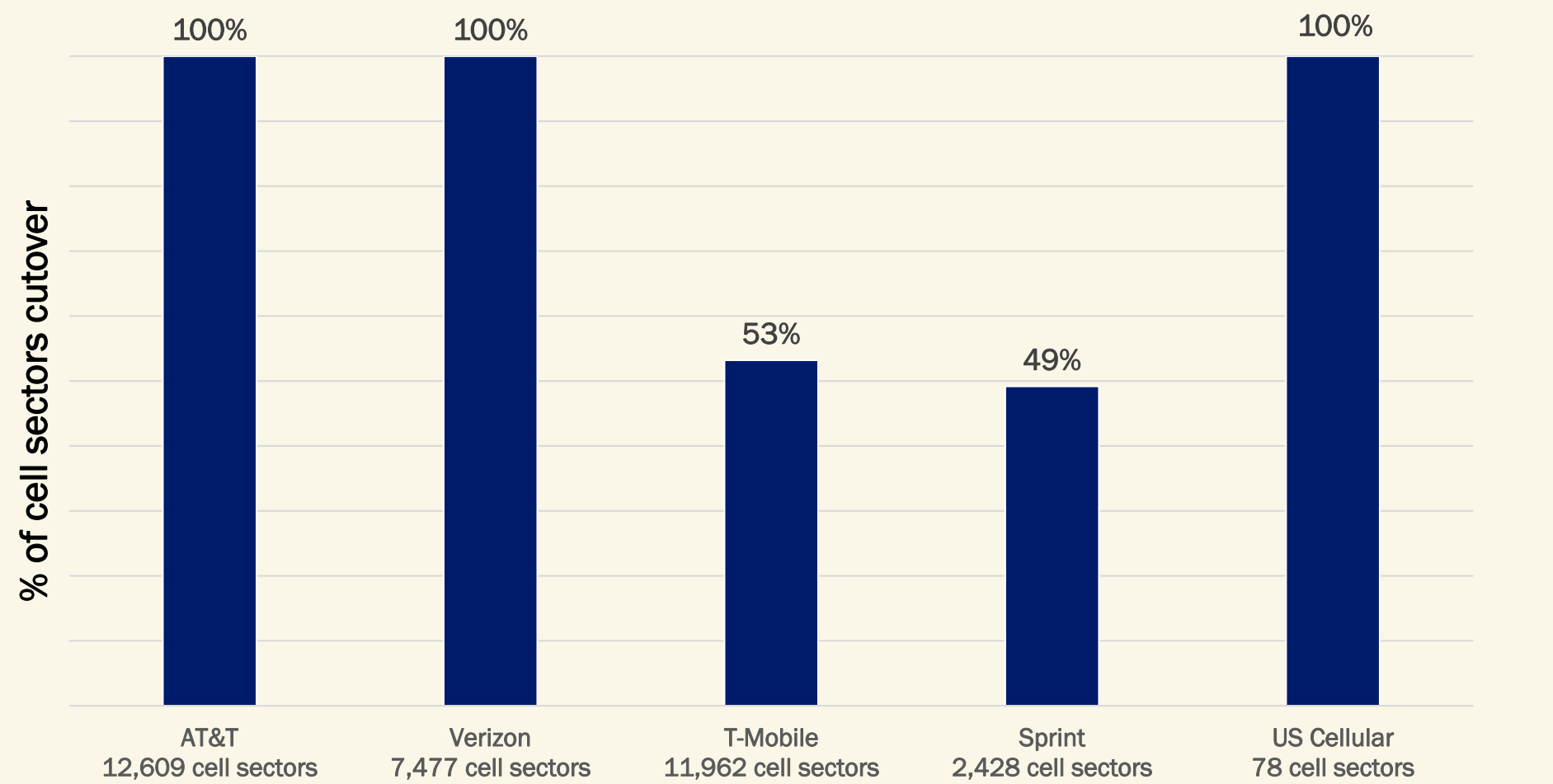
Item 5-5: Fiscal and Operational Review Status

FISCAL AND OPERATIONAL REVIEW STATUS (FORS)

Year	FORs Completed
2018 Year-to-Date	43
2017	83
2016	100
2015	54

1. What is a Fiscal and Operational Review (FOR)?

   - Part of the CA 9-1-1 Branch's statutory requirement to monitor all 9-1-1 emergency telephone systems
   - PSAP Advisor will help each PSAP with funding, CPE replacement, training allotment, operational and technical standards, and more.
   - PSAP Advisor is a resource and an advocate for PSAP
   - Goal is to visit each PSAP at least once every 3-5 years
   - Contact Alicia if you need us to come sooner!

2. Approximately 30 FORs are being scheduled and completed during each quarter of the year.

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Item 5-6: Statewide CPE Installation

CPE Install and Acceptance by Year:

Year	System Acceptance Signed
2018 Year-to-Date	9
2017	54
2016	97
2015	61
2014	54
2013	47
Older than 2013 (includes PSAPs with self-funded CPE)	118

PSAPs with CPE System Acceptance dates of 2013 or prior are utilizing the year 6/7 maintenance options or are working with the CA 9-1-1 Branch on CPE replacement.

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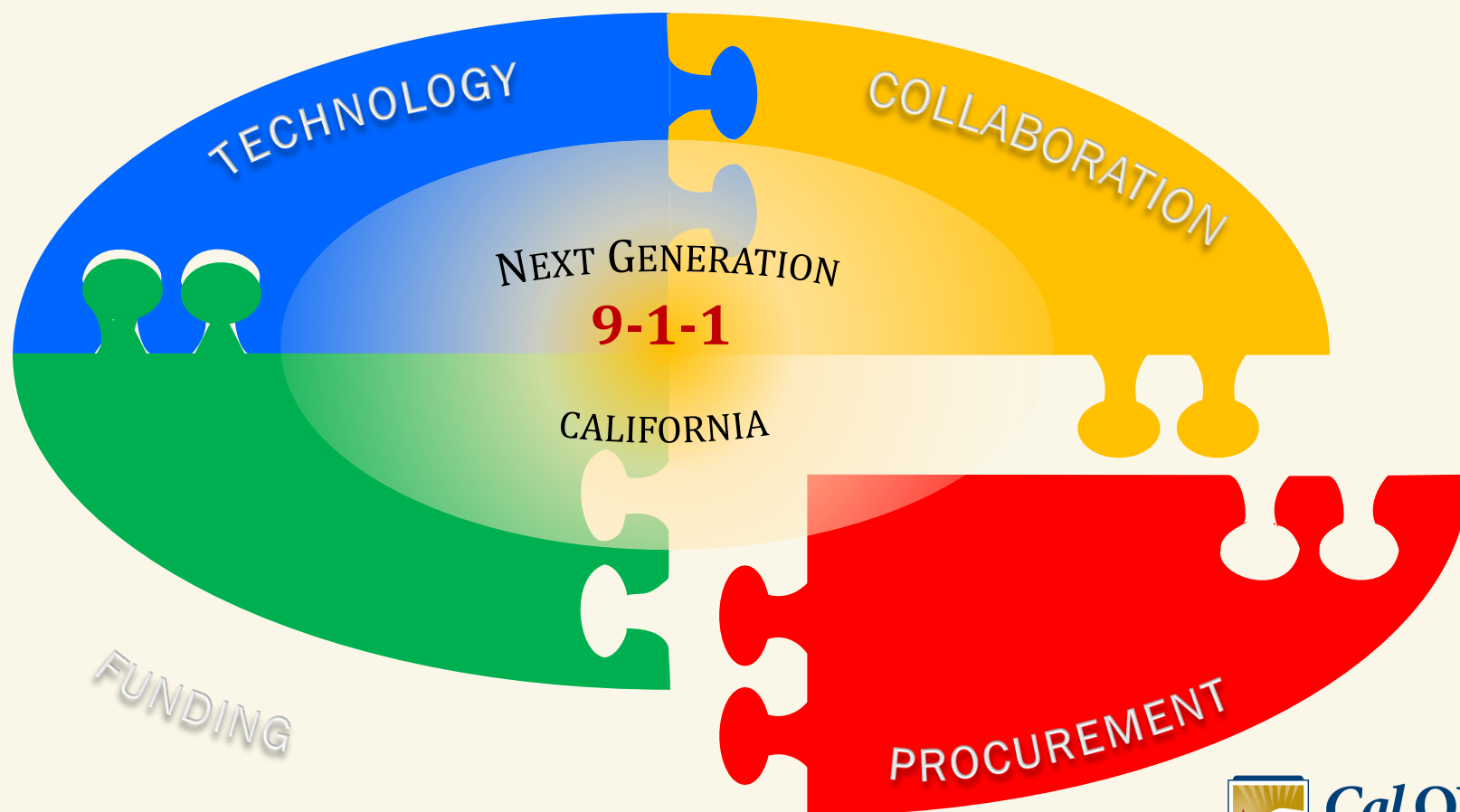# Item 5.10: Contract Status

CONTRACTS

1. Foreign Language Contract

    *   Foreign language interpretation service with Voiance is fully implemented.

2. NG 9-1-1 IFB

    *   NG 9-1-1 ESInet for Northeastern California. CPUC approved conditional CPCN for ROI Networks pending tariff filing for NG9-1-1 services.

    *   NG9-1-1 Pasadena RING – Delayed due to AT&T connections for incoming traffic from Frontier Selective Routers. Discussions ongoing with AT&T/Frontier .

3. Text-to-911 IFB

    *   Contract extension has been executed for additional 24 months.

4. NG 9-1-1 Transition

    *   Tariff development underway to support Next Gen 9-1-1 services. RFP to be released by end of June. Vendor Tariff filings to be submitted to CPUC by August 1.
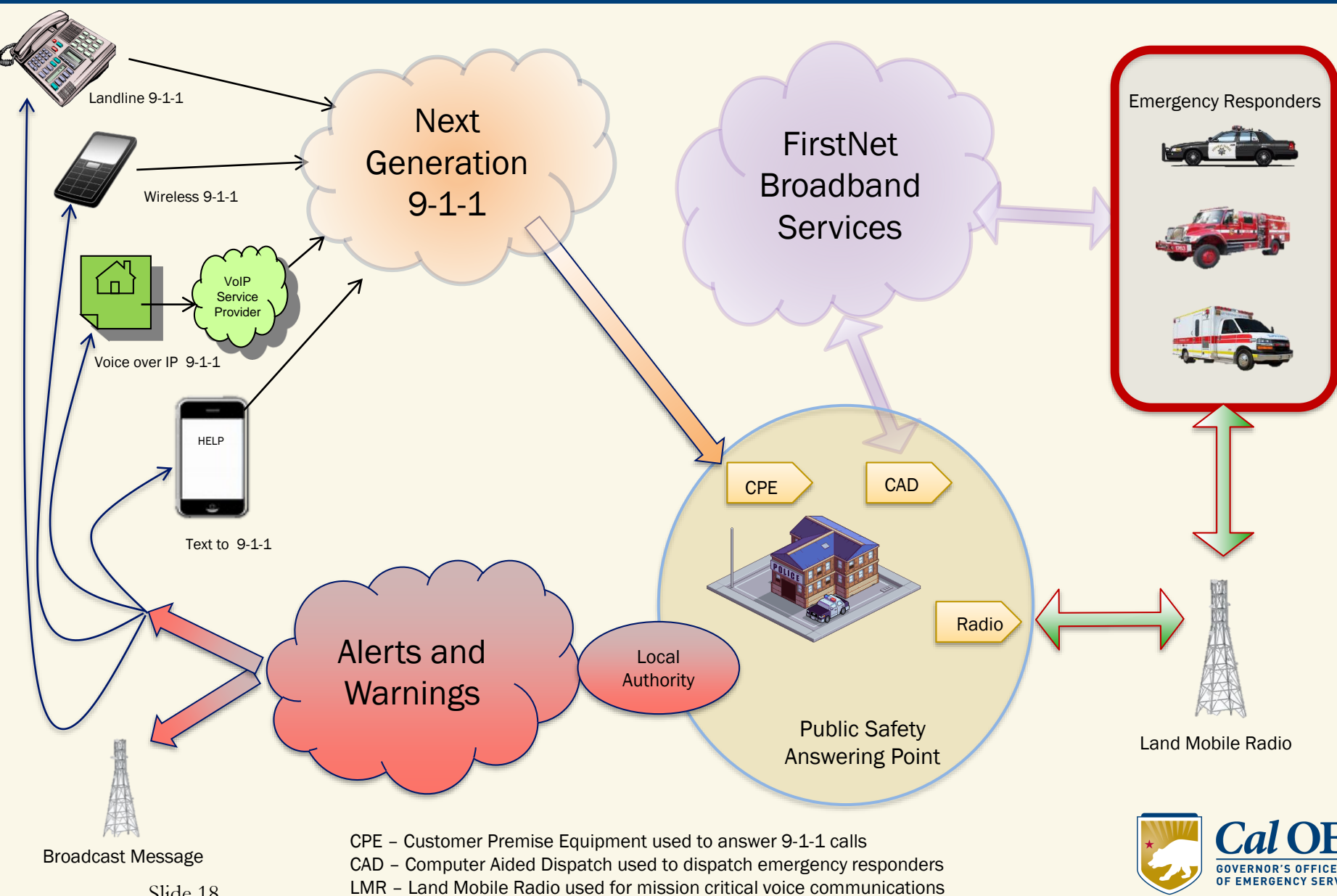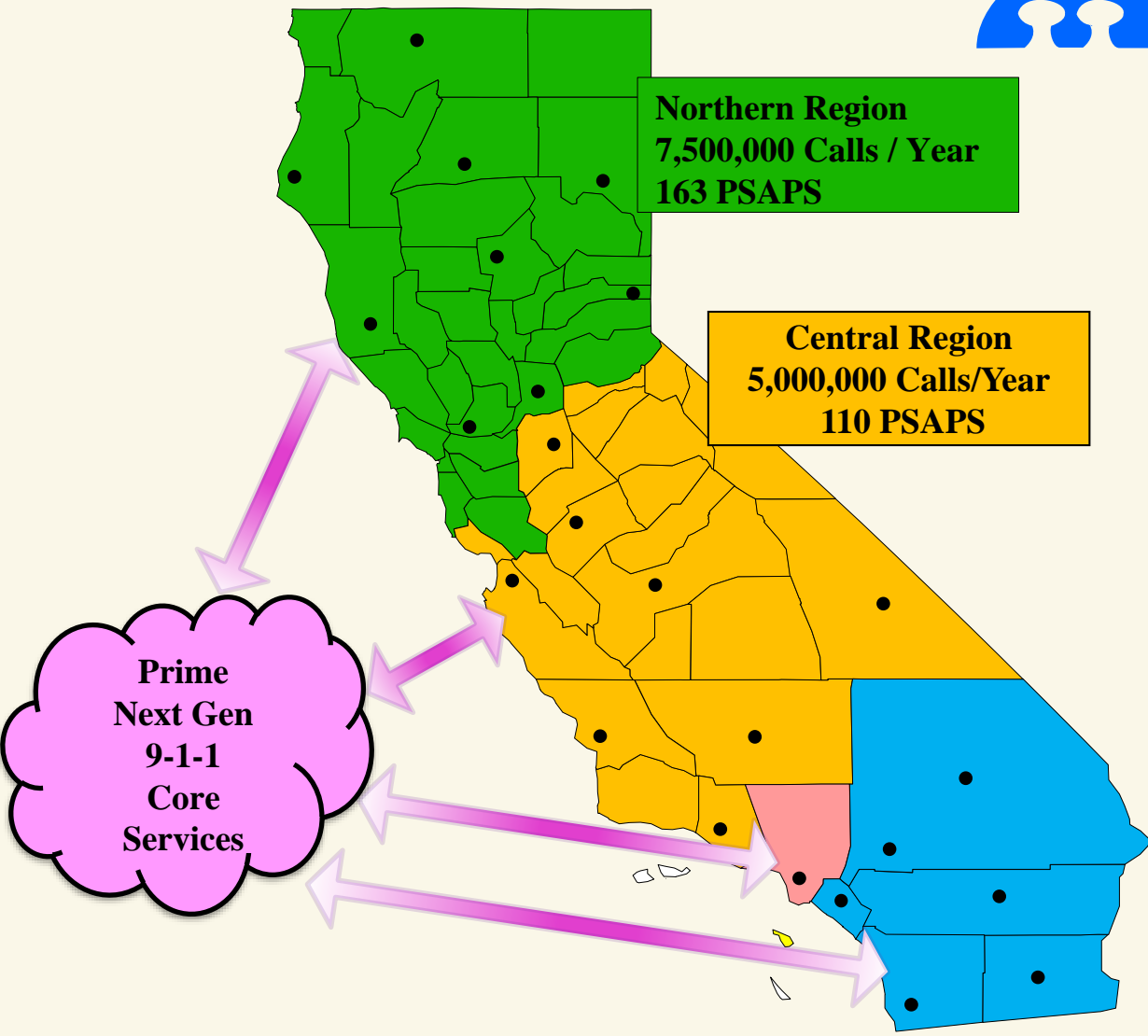
Next Gen 9-1-1 in California

Landline 9-1-1

Wireless 9-1-1

Next Generation 9-1-1

VoIP Service Provider

Voice over IP 9-1-1

HELP

Text to 9-1-1

FirstNet Broadband Services

Emergency Responders

CPE

CAD

Radio

Local Authority

Public Safety Answering Point

Land Mobile Radio

Alerts and Warnings

Broadcast Message

Slide 18

CPE – Customer Premise Equipment used to answer 9-1-1 calls
CAD – Computer Aided Dispatch used to dispatch emergency responders
LMR – Land Mobile Radio used for mission critical voice communications

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Next Gen 9-1-1 Core Services Regional Map

TECHNOLOGY

COLLABORATION

**Northern Region
7,500,000 Calls / Year
163 PSAPS**

**Central Region
5,000,000 Calls/Year
110 PSAPS**

Map Depicts:
-58 Counties
-24 CHP Communications Centers (■)
-4 Defined ESInet Regions plus Prime

**All four identified regions shall
have the capability to interconnect
to all other regions.**

**Prime
Next Gen
9-1-1
Core
Services**

**Los Angeles Region
8,600,000 Calls/Year
79 PSAPS**

**Southern Region
7,000,000 Calls/Year
89 PSAPS**

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Next Gen 9-1-1 Regions

	Northern Region	Central Region	Los Angeles Region	Southern Region	Prime
Number of PSAPs:	163	110	79	89	441
Total Population:	10,800,000	6,500,000	10,000,000	10,700,000	38,000,000
2017 Total Call Volume:	7,500,000	5,000,000	8,600,000	7,000,000	28,100,000
Average Busy Hour Volume: [1]	1,300	900	1,400	1,200	4,800
2017 Busiest hour: [2]	14,000	8,000	8,000	7,000	37,000
Monthly Volume (Average): [3]	620,000	400,000	700,000	580,000	2,300,000
Monthly Volume (Single Busiest Month): [4]	700,000	500,000	1,000,000	600,000	2,800,000
Average Call Duration (Seconds): [5]	100.00	110.00	100.00	100.00	102.50

(1) Each PSAP's average busy hour added together for a single regional total. (Expected daily numbers)

(2) The single busiest hour for each PSAP in calendar year 2017, totaled up for the region. (Worst case scenario number)
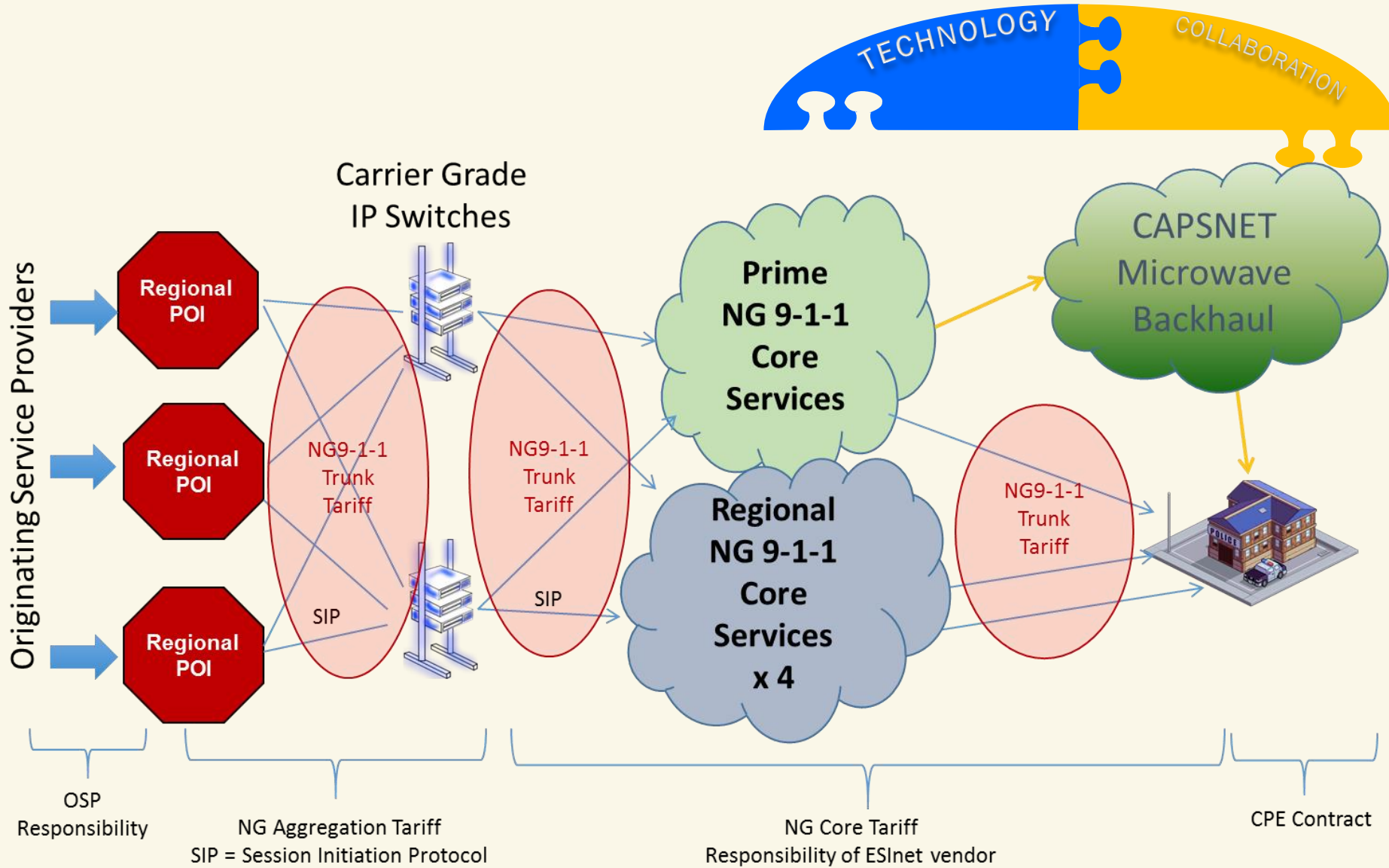
(3) Call volume for the entire region in an average month.

(4) Busiest month of 2017 for all PSAPs in the region, rolled up.

(5) Average duration of every 911 call answered in 2017 for the region.

NOTE: Numbers subject to change based on call volume.

TECHNOLOGY COLLABORATION

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Regional Task Force

- Draft Charter submitted to LRPC

- 9-1-1 Advisory Board expected to establish charter in June

- First Regional Task Force Meetings – July 2018

- Please let Cal OES know if you are interested

What will it cost?

FUNDING

Year	Legacy 9-1-1 Costs	NG9-1-1 Costs	Estimated Total
FY 2017-18	$104,446,000	$10,000,000	$114,446,000
FY 2018-19	$103,123,384	$25,000,000	$128,123,384
FY 2019-20	$94,441,114	$44,000,000	$138,441,114
FY 2020-21	$75,010,114	$66,000,000	$141,010,114
FY 2021-22	$64,110,114	$88,000,000	$152,110,114
FY 2022-23	$59,641,114	$97,020,000	$156,661,114

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Updated Funding Plan
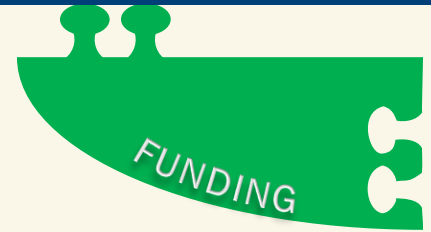
- **Submitted Budget Change Proposal as part of Governor's FY 2018 Budget**
  - Provides authority and resources for Next Gen 9-1-1

- **Submitted trailer bill language to change SETNA funding model**
  - Removes technology-specific language and reliance on Intrastate voice revenue
  - Proposes surcharge for all access lines that provide access to 9-1-1
  - Ensures 9-1-1 Branch has long-term sustainability

# How will Funding affect PSAP

FUNDING

- **If Governor's Budget and Trailer Bill is approved**
  - Provides appropriations needed to sustain 9-1-1 today and to build out Next Gen 9-1-1
  - Provides funding needed to build out Next Gen 9-1-1
  - Provides stable funding model needed for planning
- **What can you do to help?**
  - Contact 9-1-1 Branch with any questions
  - Invite your representatives into your PSAP
  - Support from associations and organizations

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Procurement Plan

- **Existing 9-1-1 system is procured through Tariff**

- **Nov 2017 CPUC guidance:**
  - All 9-1-1 services must have a Tariff
  - Four major areas that Cal OES has defined

- Transitional Services – Legacy to Next Gen 9-1-1
  - Next Generation 9-1-1 Core Services
  - NG 9-1-1 Trunk Services
  - 9-1-1 Call Aggregation Services

- **Working through additional details**

Procurement Plan (Cont.)
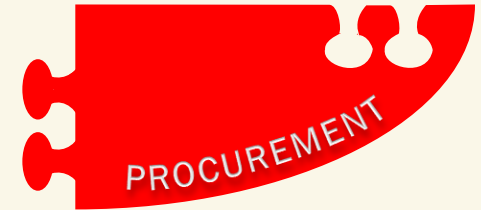
- **What we know today**
  - All providers must have a CPCN – Start now!
  - All NG 9-1-1 services must have an established tariff
  - Pricing should be at or near cost
  - Updated Tariff Guidance posted on March 28, 2018
  - Tariff submission timeline determined by RFP
  - Cal OES will use a fair competitive process to select vendor(s) for each region in order to provide a resilient, redundant, fault tolerant 9-1-1 network
  - Separate procurements likely for ALI database conversion and Text to 9-1-1
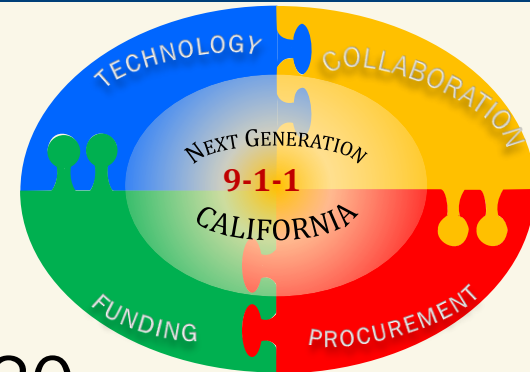
Procurement Timeline
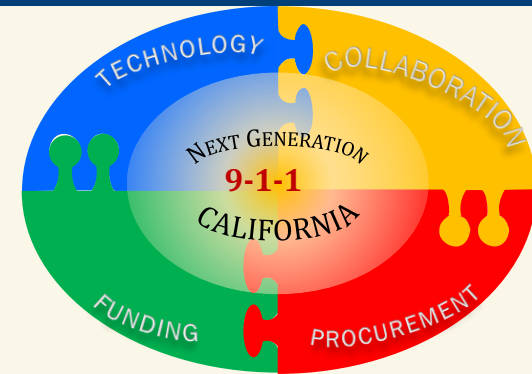
- Updated Tariff Guidance Posted – March 2018

- Release of Prime NG Service RFP – June 2018

- Funding approved – July 2018

- All potential vendors have CPCN – July 2018

- All potential vendors have tariff – August 2018

- Prime NG Service Contract Award – Sept 2018

NOTE: Dates in Red assume optimistic process for procurement and budget

Deployment Timeline

- Prime ESInet – Sept 2018 – Sept 2020

- Northern ESInet – Oct 2018 – Oct 2020

- LA County – Nov 2018 – Nov 2020

- Southern ESInet – Jan 2019 – Jan 2021

- Central ESInet – Mar 2019 – Mar 2021

- All selective routers decommissioned – 2022

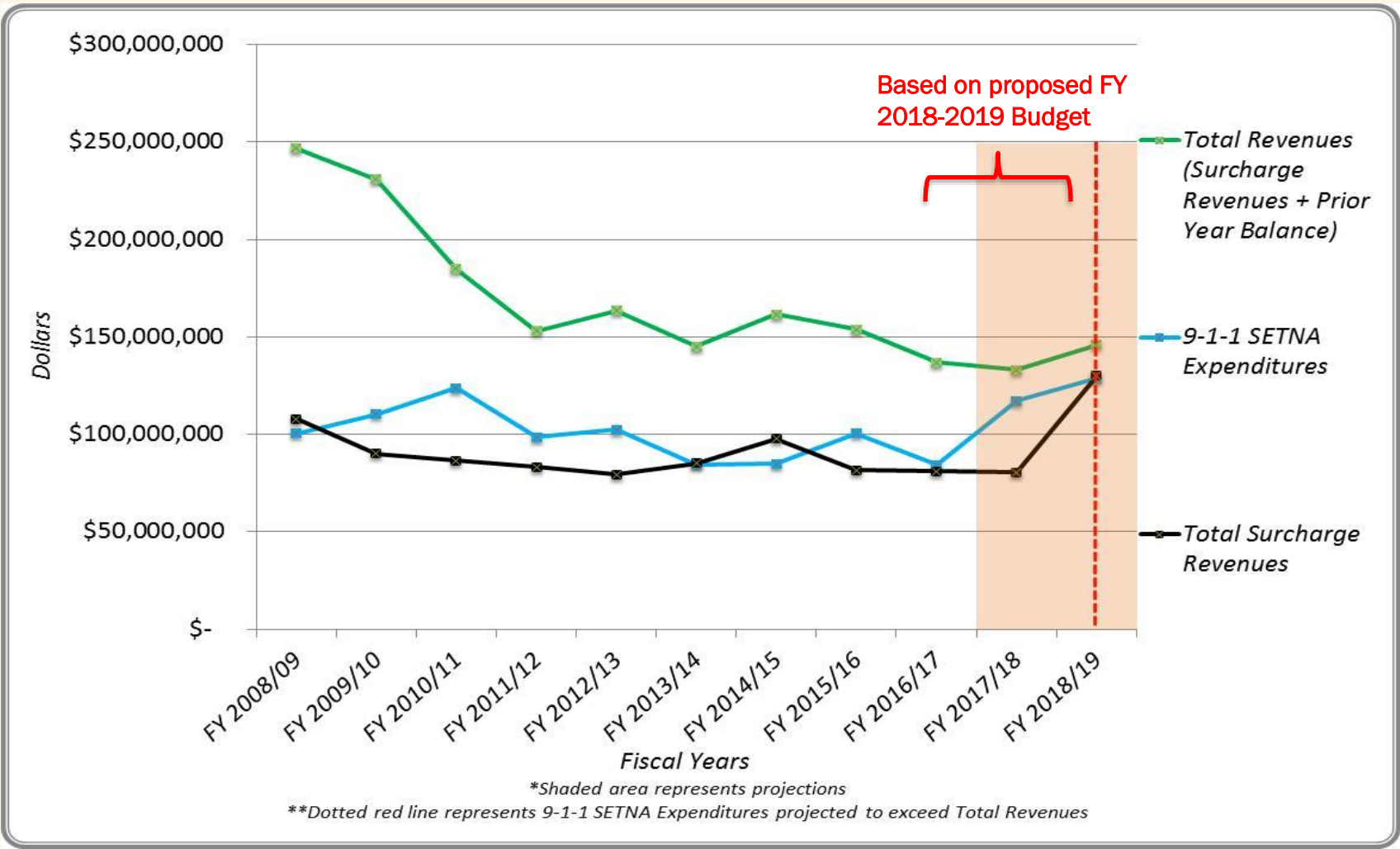NOTE: Dates in Red assume optimistic process for procurement and budget

Item 5.24: Status of SETNA

0022 - State Emergency Telephone Number Account	2016/2017	2017/2018	2018/2019
Beginning Balance	$53,480,000*	$52,640,000	$16,071,000
Total Revenues Transfers, and other adjustment	$81,078,000	$80,551,000	$130,015,000
Total Resources	$136,980,000	$133,191,000	$146,086,000
Total Expenditures and Expenditure Adjustments	$84,340,000	$117,120,000	$128,743,000
Fund Balance	$52,640,000	$16,071,000	$17,343,000

1. **The above revenues and expenditures are taken from the Fund Condition Statement provided by the Department of Finance and include items in the Governor's proposed FY 2018-2019 Budget**
2. **Item(*) in bold is actual balance**

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Item 5.25: Status of SETNA

*Shaded area represents projections
**Dotted red line represents 9-1-1 SETNA Expenditures projected to exceed Total Revenues

Item 6: Long Range Planning Committee Report

LRPC UPDATE

Mr. Charles Cullen will present updates regarding active projects within the Long Range Planning Committee

CCTF UPDATE

Ms. Tracey Kesler will present updates regarding projects within the County Coordinator Task Force

Item 7.1: Text to 9-1-1 Deployment

Deployed Counties/PSAPS	Count
Alamenda County (Partial)	2
Butte County	7
Contra Costa County (Partial)	3
Imperial County (partial)	3
Los Angeles County	75
Monterey County (Monterey EC for entire county)	4
Riverside County (partial)	5
San Bernardino County	15
San Luis Obispo County	7
San Mateo County (Partial)	9
Santa Clara County (partial)	2
Santa Cruz/San Benito (Partial)	1
CHP Statewide	26
Total	**159**

Selected TCC – Deployment in process	Count
Alameda (Partial)	3
Amador County*	1
Contra Costa County (Partial)	8
Eldorado County*	2
Humboldt County(partial)*	2
Imperial	1
Kern County	12
Lake County	1
Los Angeles County	1
Marin County (partial)*	2
Mendocino County	3
Merced County	8
Nevada County *	1
Plumas County *	1
Riverside County (partial)	2
Sacramento (partial)	6
San Francisco	1
San Joaquin (Partial)	2
San Mateo County	4
Santa Barbara County (partial) *	5
Santa Clara County	5
Santa Cruz County	2
Shasta County	1
Solano County (partial)*	1
Sutter County (partial)	1
Tehama Coutny (partial)	1
Toulemne County	1
Ventura (partial)	1
Yolo	3
Total	**81**

* added since last AB meeting in March 2018

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Item 7.2: Text to 9-1-1 Deployment

- CA 9-1-1 Branch extended the existing text NCB for an additional two (2) years, to April 2020.

- Successfully tested Text-to-9-1-1 Transfers between Comtech (Web-based) and West (Integrated) May 16, 2018. No issues with transfers between TCCs.

- Developing Chapter X, Text-to-9-1-1 Deployment in the Operations Manual

- PSAPs should still turn in their Text-to-9-1-1 Deployment plan if they haven't done so already

- 6386 Text-to-9-1-1 sessions from January 2018 through April 2018
  - Consistent with 2017 stats
  - Less than 1% of PSAP 911 voice calls during same period

UP-COMING STATE 9-1-1 ADVISORY BOARD MEETINGS

- SEPTEMBER 6, 2018
- DECEMBER 6, 2018

Board requests for matters to be placed on a future agenda

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Public Comment

Item 10: Adjourn

Thank you for attending this meeting of the California State 9-1-1 Advisory Board

General Information:
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